

COPY OF PAPERS
ORIGINALLY FILED



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor : Brent Magouirk et al.

Appln. No.: 10/052,577

Filed : January 18, 2002

For : CUSTOMER MANAGEMENT SYSTEM

Docket No.: S77.12-0002

Group Art Unit: 2611

Examiner: ---

LETTER TO OFFICIAL DRAFTSPERSON

I HEREBY CERTIFY THAT THIS PAPER IS BEING
SENT BY U.S. MAIL, FIRST CLASS, TO THE
ASSISTANT COMMISSIONER FOR PATENTS,
WASHINGTON, D.C. 20231, THIS

17th DAY OF April, 2002.
Christopher L. Holt
PATENT ATTORNEY

Sir:

Enclosed are **sixteen** (16) sheets of formal drawings for
filing in the above-identified application.

Respectfully submitted,

WESTMAN, CHAMPLIN & KELLY, P.A.

By:

Christopher L. Holt

Christopher L. Holt, Reg. No. 45,844

Suite 1600 - International Centre

900 Second Avenue South

Minneapolis, Minnesota 55402-3319

Phone: (612) 334-3222 Fax: (612) 334-3312

CLH:slg

FEE TRANSMITTAL



Complete If Known																																																																																																																																																																																																																																																													
Application No.		10/052,577																																																																																																																																																																																																																																																											
Filing Date		January 18, 2002																																																																																																																																																																																																																																																											
First Named Inventor		Brent Magouirk et al.																																																																																																																																																																																																																																																											
Title		CUSTOMER MANAGEMENT SYSTEM																																																																																																																																																																																																																																																											
Group Art Unit		2166																																																																																																																																																																																																																																																											
Examiner Name																																																																																																																																																																																																																																																													
Total Amount of Payment \$ 475		Atty. Docket Number S77.12-0002																																																																																																																																																																																																																																																											
METHOD OF PAYMENT (Check One)		FEE CALCULATION (Continued)																																																																																																																																																																																																																																																											
1. <input checked="" type="checkbox"/> The Director is hereby authorized to charge any additional fee required under 37 C.F.R. § 1.16 and 1.17, including any petition fee, and credit any over payments to Deposit Account No. <u>23-1123</u> . Westman, Champlin & Kelly, P.A.		3. ADDITIONAL FEES <table border="1"> <thead> <tr> <th rowspan="2">Large Entity Fee Code</th> <th rowspan="2">Fee (\$)</th> <th colspan="2">Small Entity Fee Fee</th> <th rowspan="2">Fee Description</th> <th rowspan="2">Fee Paid</th> </tr> <tr> <th>Code</th> <th>(\$)</th> </tr> </thead> <tbody> <tr> <td>105</td> <td>130</td> <td>205</td> <td>65</td> <td>Surcharge - Late filing fee or oath</td> <td>65</td> </tr> <tr> <td>127</td> <td>50</td> <td>227</td> <td>25</td> <td>Surcharge - Late provisional Filing Fee or cover sheet</td> <td></td> </tr> <tr> <td>139</td> <td>130</td> <td>139</td> <td>130</td> <td>Non-English specification</td> <td></td> </tr> <tr> <td>147</td> <td>2,520</td> <td>147</td> <td>2,520</td> <td>For Filing a Request for Reexamination. (ex parte)</td> <td></td> </tr> <tr> <td>115</td> <td>110</td> <td>215</td> <td>55</td> <td>Extension for reply within first month</td> <td></td> </tr> <tr> <td>116</td> <td>400</td> <td>216</td> <td>200</td> <td>Extension for reply within second month</td> <td></td> </tr> <tr> <td>117</td> <td>920</td> <td>217</td> <td>460</td> <td>Extension for reply within third month</td> <td></td> </tr> <tr> <td>118</td> <td>1,440</td> <td>218</td> <td>720</td> <td>Extension for reply within fourth month</td> <td></td> </tr> <tr> <td>128</td> <td>1,960</td> <td>280</td> <td>980</td> <td>Extension for reply within fifth month</td> <td></td> </tr> <tr> <td>120</td> <td>320</td> <td>220</td> <td>160</td> <td>Filing a brief in support of an appeal</td> <td></td> </tr> <tr> <td>121</td> <td>280</td> <td>221</td> <td>140</td> <td>Request for oral hearing</td> <td></td> </tr> <tr> <td>148</td> <td>110</td> <td>248</td> <td>55</td> <td>Terminal Disclaimer Fee</td> <td></td> </tr> <tr> <td>140</td> <td>110</td> <td>240</td> <td>55</td> <td>Petition to Revive - unavoidable</td> <td></td> </tr> <tr> <td>Total</td> <td>20</td> <td>20</td> <td>0</td> <td>9</td> <td>0</td> </tr> <tr> <td>Indep.</td> <td>3</td> <td>3</td> <td>0</td> <td>42</td> <td>0</td> </tr> <tr> <td colspan="6">Subtotal (1) \$ 370</td> </tr> <tr> <td colspan="6">2. EXTRA CLAIM FEES</td> </tr> <tr> <td>Number Claims</td> <td>Prior**</td> <td>Extra</td> <td>Fee from Below</td> <td>Fee Paid</td> <td></td> </tr> <tr> <td>Total</td> <td>20</td> <td>20</td> <td>0</td> <td>9</td> <td>0</td> </tr> <tr> <td>Indep.</td> <td>3</td> <td>3</td> <td>0</td> <td>42</td> <td>0</td> </tr> <tr> <td colspan="6">Multiple Dependent Claims</td> </tr> <tr> <td colspan="6">** Insert 3 and 20, or number previously paid if greater; Reissue see below</td> </tr> <tr> <td colspan="6">Large Entity Fee Code</td> <td colspan="6">Small Entity Fee Fee</td> </tr> <tr> <td colspan="6">Fee (\$)</td> <td colspan="6">Description</td> </tr> <tr> <td colspan="6">103 18 203 9</td> <td colspan="6">Claims in excess of 20</td> </tr> <tr> <td colspan="6">102 84 202 42</td> <td colspan="6">Independent claims in excess of 3</td> </tr> <tr> <td colspan="6">104 280 204 140</td> <td colspan="6">Multiple Dependent Claims</td> </tr> <tr> <td colspan="6">109 84 209 42</td> <td colspan="6">Reissue Independent Claims over Original Patent</td> </tr> <tr> <td colspan="6">110 18 210 9</td> <td colspan="6">Reissue claims in excess of 20 and over original patent</td> </tr> <tr> <td colspan="6">Subtotal (2) \$ 0</td> <td colspan="6">Other Fee (specify) _____</td> </tr> <tr> <td colspan="6"></td> <td colspan="6">Subtotal (3) \$105</td> </tr> </tbody> </table>				Large Entity Fee Code	Fee (\$)	Small Entity Fee Fee		Fee Description	Fee Paid	Code	(\$)	105	130	205	65	Surcharge - Late filing fee or oath	65	127	50	227	25	Surcharge - Late provisional Filing Fee or cover sheet		139	130	139	130	Non-English specification		147	2,520	147	2,520	For Filing a Request for Reexamination. (ex parte)		115	110	215	55	Extension for reply within first month		116	400	216	200	Extension for reply within second month		117	920	217	460	Extension for reply within third month		118	1,440	218	720	Extension for reply within fourth month		128	1,960	280	980	Extension for reply within fifth month		120	320	220	160	Filing a brief in support of an appeal		121	280	221	140	Request for oral hearing		148	110	248	55	Terminal Disclaimer Fee		140	110	240	55	Petition to Revive - unavoidable		Total	20	20	0	9	0	Indep.	3	3	0	42	0	Subtotal (1) \$ 370						2. EXTRA CLAIM FEES						Number Claims	Prior**	Extra	Fee from Below	Fee Paid		Total	20	20	0	9	0	Indep.	3	3	0	42	0	Multiple Dependent Claims						** Insert 3 and 20, or number previously paid if greater; Reissue see below						Large Entity Fee Code						Small Entity Fee Fee						Fee (\$)						Description						103 18 203 9						Claims in excess of 20						102 84 202 42						Independent claims in excess of 3						104 280 204 140						Multiple Dependent Claims						109 84 209 42						Reissue Independent Claims over Original Patent						110 18 210 9						Reissue claims in excess of 20 and over original patent						Subtotal (2) \$ 0						Other Fee (specify) _____												Subtotal (3) \$105					
Large Entity Fee Code	Fee (\$)	Small Entity Fee Fee		Fee Description	Fee Paid																																																																																																																																																																																																																																																								
		Code	(\$)																																																																																																																																																																																																																																																										
105	130	205	65	Surcharge - Late filing fee or oath	65																																																																																																																																																																																																																																																								
127	50	227	25	Surcharge - Late provisional Filing Fee or cover sheet																																																																																																																																																																																																																																																									
139	130	139	130	Non-English specification																																																																																																																																																																																																																																																									
147	2,520	147	2,520	For Filing a Request for Reexamination. (ex parte)																																																																																																																																																																																																																																																									
115	110	215	55	Extension for reply within first month																																																																																																																																																																																																																																																									
116	400	216	200	Extension for reply within second month																																																																																																																																																																																																																																																									
117	920	217	460	Extension for reply within third month																																																																																																																																																																																																																																																									
118	1,440	218	720	Extension for reply within fourth month																																																																																																																																																																																																																																																									
128	1,960	280	980	Extension for reply within fifth month																																																																																																																																																																																																																																																									
120	320	220	160	Filing a brief in support of an appeal																																																																																																																																																																																																																																																									
121	280	221	140	Request for oral hearing																																																																																																																																																																																																																																																									
148	110	248	55	Terminal Disclaimer Fee																																																																																																																																																																																																																																																									
140	110	240	55	Petition to Revive - unavoidable																																																																																																																																																																																																																																																									
Total	20	20	0	9	0																																																																																																																																																																																																																																																								
Indep.	3	3	0	42	0																																																																																																																																																																																																																																																								
Subtotal (1) \$ 370																																																																																																																																																																																																																																																													
2. EXTRA CLAIM FEES																																																																																																																																																																																																																																																													
Number Claims	Prior**	Extra	Fee from Below	Fee Paid																																																																																																																																																																																																																																																									
Total	20	20	0	9	0																																																																																																																																																																																																																																																								
Indep.	3	3	0	42	0																																																																																																																																																																																																																																																								
Multiple Dependent Claims																																																																																																																																																																																																																																																													
** Insert 3 and 20, or number previously paid if greater; Reissue see below																																																																																																																																																																																																																																																													
Large Entity Fee Code						Small Entity Fee Fee																																																																																																																																																																																																																																																							
Fee (\$)						Description																																																																																																																																																																																																																																																							
103 18 203 9						Claims in excess of 20																																																																																																																																																																																																																																																							
102 84 202 42						Independent claims in excess of 3																																																																																																																																																																																																																																																							
104 280 204 140						Multiple Dependent Claims																																																																																																																																																																																																																																																							
109 84 209 42						Reissue Independent Claims over Original Patent																																																																																																																																																																																																																																																							
110 18 210 9						Reissue claims in excess of 20 and over original patent																																																																																																																																																																																																																																																							
Subtotal (2) \$ 0						Other Fee (specify) _____																																																																																																																																																																																																																																																							
						Subtotal (3) \$105																																																																																																																																																																																																																																																							

Signature Christopher L. Holt
(Christopher L. Holt)

Reg. No. 45,844

Date 4/17/02

Deposit Account No. 23-1123

COPY OF PAPERS
ORIGINALLY FILED

FEE TRANSMITTAL		Complete If Known																																																																																																																																													
		Application No.		10/052,577																																																																																																																																											
		Filing Date		January 18, 2002																																																																																																																																											
		First Named Inventor		Brent Magouirk et al.																																																																																																																																											
		Title		CUSTOMER MANAGEMENT SYSTEM																																																																																																																																											
		Group Art Unit		2166																																																																																																																																											
		Examiner Name																																																																																																																																													
Total Amount of Payment \$ 475		Atty. Docket Number S77.12-0002																																																																																																																																													
METHOD OF PAYMENT (Check One)		FEE CALCULATION (Continued)																																																																																																																																													
1. <input checked="" type="checkbox"/> The Director is hereby authorized to charge any additional fee required under 37 C.F.R. § 1.16 and 1.17, including any petition fee, and credit any over payments to Deposit Account No. <u>23-1123</u> . Westman, Champlin & Kelly, P.A.		3. ADDITIONAL FEES																																																																																																																																													
2. <input checked="" type="checkbox"/> Check Enclosed		<table border="1"> <thead> <tr> <th>Large Entity Fee</th> <th>Small Entity Fee</th> <th colspan="2">Fee Description</th> <th>Fee Paid</th> </tr> <tr> <th>Code</th> <th>(\$)</th> <th>Code</th> <th>(\$)</th> <th></th> </tr> </thead> <tbody> <tr> <td>105</td> <td>130</td> <td>205</td> <td>65</td> <td>Surcharge - Late filing fee or oath</td> </tr> <tr> <td>127</td> <td>50</td> <td>227</td> <td>25</td> <td>Surcharge - Late provisional Filing Fee or cover sheet</td> </tr> <tr> <td>139</td> <td>130</td> <td>139</td> <td>130</td> <td>Non-English specification</td> </tr> <tr> <td>147</td> <td>2,520</td> <td>147</td> <td>2,520</td> <td>For Filing a Request for Reexamination. (ex parte)</td> </tr> <tr> <td>115</td> <td>110</td> <td>215</td> <td>55</td> <td>Extension for reply within first month</td> </tr> <tr> <td>116</td> <td>400</td> <td>216</td> <td>200</td> <td>Extension for reply within second month</td> </tr> <tr> <td>117</td> <td>920</td> <td>217</td> <td>460</td> <td>Extension for reply within third month</td> </tr> <tr> <td>118</td> <td>1,440</td> <td>218</td> <td>720</td> <td>Extension for reply within fourth month</td> </tr> <tr> <td>128</td> <td>1,960</td> <td>280</td> <td>980</td> <td>Extension for reply within fifth month</td> </tr> <tr> <td>120</td> <td>320</td> <td>220</td> <td>160</td> <td>Filing a brief in support of an appeal</td> </tr> <tr> <td>121</td> <td>280</td> <td>221</td> <td>140</td> <td>Request for oral hearing</td> </tr> <tr> <td>148</td> <td>110</td> <td>248</td> <td>55</td> <td>Terminal Disclaimer Fee</td> </tr> <tr> <td>140</td> <td>110</td> <td>240</td> <td>55</td> <td>Petition to Revive - unavoidable</td> </tr> <tr> <td>Total</td> <td>20</td> <td>20</td> <td>9</td> <td>0</td> </tr> <tr> <td>Indep.</td> <td>3</td> <td>3</td> <td>42</td> <td>0</td> </tr> <tr> <td colspan="5">Multiple Dependent Claims</td> </tr> <tr> <td colspan="5">** Insert 3 and 20, or number previously paid if greater; Reissue see below</td> </tr> <tr> <td colspan="2">Large Entity Fee</td> <td colspan="2">Small Entity Fee</td> <td>Description</td> </tr> <tr> <td><u>Code</u></td> <td><u>(\$)</u></td> <td><u>Code</u></td> <td><u>(\$)</u></td> <td></td> </tr> <tr> <td>103</td> <td>18</td> <td>203</td> <td>9</td> <td>Claims in excess of 20</td> </tr> <tr> <td>102</td> <td>84</td> <td>202</td> <td>42</td> <td>Independent claims in excess of 3</td> </tr> <tr> <td>104</td> <td>280</td> <td>204</td> <td>140</td> <td>Multiple Dependent Claims</td> </tr> <tr> <td>109</td> <td>84</td> <td>209</td> <td>42</td> <td>Reissue Independent Claims over Original Patent</td> </tr> <tr> <td>110</td> <td>18</td> <td>210</td> <td>9</td> <td>Reissue claims in excess of 20 and over original patent</td> </tr> <tr> <td colspan="5">Subtotal (2) \$ 0</td> </tr> <tr> <td colspan="5">Subtotal (3) \$105</td> </tr> </tbody></table>		Large Entity Fee	Small Entity Fee	Fee Description		Fee Paid	Code	(\$)	Code	(\$)		105	130	205	65	Surcharge - Late filing fee or oath	127	50	227	25	Surcharge - Late provisional Filing Fee or cover sheet	139	130	139	130	Non-English specification	147	2,520	147	2,520	For Filing a Request for Reexamination. (ex parte)	115	110	215	55	Extension for reply within first month	116	400	216	200	Extension for reply within second month	117	920	217	460	Extension for reply within third month	118	1,440	218	720	Extension for reply within fourth month	128	1,960	280	980	Extension for reply within fifth month	120	320	220	160	Filing a brief in support of an appeal	121	280	221	140	Request for oral hearing	148	110	248	55	Terminal Disclaimer Fee	140	110	240	55	Petition to Revive - unavoidable	Total	20	20	9	0	Indep.	3	3	42	0	Multiple Dependent Claims					** Insert 3 and 20, or number previously paid if greater; Reissue see below					Large Entity Fee		Small Entity Fee		Description	<u>Code</u>	<u>(\$)</u>	<u>Code</u>	<u>(\$)</u>		103	18	203	9	Claims in excess of 20	102	84	202	42	Independent claims in excess of 3	104	280	204	140	Multiple Dependent Claims	109	84	209	42	Reissue Independent Claims over Original Patent	110	18	210	9	Reissue claims in excess of 20 and over original patent	Subtotal (2) \$ 0					Subtotal (3) \$105				
Large Entity Fee	Small Entity Fee	Fee Description		Fee Paid																																																																																																																																											
Code	(\$)	Code	(\$)																																																																																																																																												
105	130	205	65	Surcharge - Late filing fee or oath																																																																																																																																											
127	50	227	25	Surcharge - Late provisional Filing Fee or cover sheet																																																																																																																																											
139	130	139	130	Non-English specification																																																																																																																																											
147	2,520	147	2,520	For Filing a Request for Reexamination. (ex parte)																																																																																																																																											
115	110	215	55	Extension for reply within first month																																																																																																																																											
116	400	216	200	Extension for reply within second month																																																																																																																																											
117	920	217	460	Extension for reply within third month																																																																																																																																											
118	1,440	218	720	Extension for reply within fourth month																																																																																																																																											
128	1,960	280	980	Extension for reply within fifth month																																																																																																																																											
120	320	220	160	Filing a brief in support of an appeal																																																																																																																																											
121	280	221	140	Request for oral hearing																																																																																																																																											
148	110	248	55	Terminal Disclaimer Fee																																																																																																																																											
140	110	240	55	Petition to Revive - unavoidable																																																																																																																																											
Total	20	20	9	0																																																																																																																																											
Indep.	3	3	42	0																																																																																																																																											
Multiple Dependent Claims																																																																																																																																															
** Insert 3 and 20, or number previously paid if greater; Reissue see below																																																																																																																																															
Large Entity Fee		Small Entity Fee		Description																																																																																																																																											
<u>Code</u>	<u>(\$)</u>	<u>Code</u>	<u>(\$)</u>																																																																																																																																												
103	18	203	9	Claims in excess of 20																																																																																																																																											
102	84	202	42	Independent claims in excess of 3																																																																																																																																											
104	280	204	140	Multiple Dependent Claims																																																																																																																																											
109	84	209	42	Reissue Independent Claims over Original Patent																																																																																																																																											
110	18	210	9	Reissue claims in excess of 20 and over original patent																																																																																																																																											
Subtotal (2) \$ 0																																																																																																																																															
Subtotal (3) \$105																																																																																																																																															

Signature Christopher L. Halt
(Christopher L. Halt)

Reg. No. 45,844Date 4/17/02Deposit Account N. 23-1123